



**STATE OF TENNESSEE  
DEPARTMENT OF COMMERCE AND INSURANCE  
COLLECTION SERVICE BOARD  
500 JAMES ROBERTSON PARKWAY  
NASHVILLE, TENNESSEE 37243  
615-741-1741 (FAX) 615-253-1179**

**MEETING TO BE HELD AT  
710 JAMES ROBERTSON PARKWAY, 2nd FLOOR CONFERENCE ROOM  
MEETING AGENDA  
November 3, 2009**

**PLEASE SILENCE ALL ELECTONIC DEVICES**

**9:30 Call To Order – Bart Howard, Chairman**

- Roll Call – Donna Hancock, Director
- Announcements

**9:40 Agenda – Review / Adopt**

**(Tab 1) Minutes of September 15, 2009 – Review / Adopt**

**9:50 Appearance on behalf of India Applicants Regarding Credit Reports**

Attorney Brian Ellis

**10:15 Appearance for Eligibility to take Location Manager Exam**

Mitch Williams

**10:30 Legal Report (Hand out) – Terrance Bond, Staff Attorney**

Branch Offices

**11:00 Administrative Report –Donna Hancock, Director**

- **Tab (2)** Complaint Status Report
- **Tab (3)** Coface Collections North America, Inc. – Receive additional information on Pending Litigation
- **Tab (4)** First Investors Servicing Corporation dba 1st Servicing Corp.—Received additional information on pending litigation

**11:30 Location Manager - Application Review: Determine eligibility – Donna Hancock Presenting**

- **Tab (5)** Andruss, Ashley Michelle
- **Tab (6)** Dekelaita, Ninos
- **Tab (7)** Lesmeister, Sadie Brook
- **Tab (8)** Meyers, Melissa
- **Tab (9)** Saberwal, Monisha
- **Tab (10)** Winn, Donald Hardy, Jr.
- **Tab (11)** Evitts, Barry W., II
- **Tab (12)** Kelly, Patrick A.

**12:00 New Business or Unfinished Business**

**12:15 Adjourn**

Notice: Commission / Board meetings will be conducted by permitting participation of the Commission / Board members by electronic means of communication, if necessary. Any member participation by electronic means shall be audible to the public at the location specified above.

Some meetings may be cancelled 30 days prior to the actual meeting. Before planning to attend a meeting, please be certain the meeting is being held as originally scheduled. Unless otherwise noted, all times listed are scheduled at U.S. Central time.